

**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

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Division of Enterprise Technology
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June 26, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

RECEIVED

JUL - 5 2006

*Federal Communications Commission
Office of the Secretary*

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The State of Wisconsin, Division of Enterprise Technology respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Wisconsin to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Wisconsin. The State of Wisconsin's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach

June 26, 2006

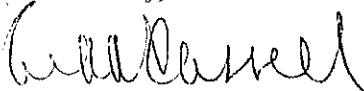
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- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at 608-267-6934 TTY or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Jack R. Cassell, Wisconsin TRS Contract Administrator

CC: Michael Kessenich, Wisconsin DOA/DET Voice Section Chief

Wisconsin Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 06/15/2005
Record ID 14811
Call Taken By BW/CH
CA Number
Responded By BW/CH
Response Date 06/15/2005
Resolution Date 06/15/2005

Customer received a scam call through Sprint Relay. Customer would like to know how to stop these calls.

Because the customer stated the call was coming from another Relay provider, the Supervisor gave the appropriate Customer Service number for the other provider to the customer. Customer Service also suggested contacting law enforcement as that is our recommendation under these circumstances. Customer understood.

External Complaints—Miscellaneous

Inquire Date 12/09/2005
Record ID 15122
Call Taken By JJH/CH
CA Number 2646
Responded By CH
Response Date 12/12/2005
Resolution Date 12/12/2005

Customer stated that the CA was rude.

Supervisor forwarded the inquiry to Customer Service. Customer Service called and left a message on customer's answering machine, informing the customer that the CA number was not a Hamilton CA.

External Complaints—Miscellaneous

Inquire Date 01/17/2006
Record ID 15194
Call Taken By MA
CA Number
Responded By MA
Response Date 01/17/2006
Resolution Date 01/17/2006

Customer received a prank relay call and wanted to know how to deal with this call. Customer stated that the call came through AT&T relay.

Customer Service suggested that the customer contact law enforcement, as that is our recommendation in this situation. Customer Service also gave the appropriate number for AT&T relay. Customer was thankful.

Service Complaints--CA Misdialed Number

Inquire Date 05/27/2006
Record ID 12592
Call Taken By SH
CA Number 6464
Responded By CH
Response Date 05/30/2006
Resolution Date 05/30/2006

Customer was upset that the CA dialed an incorrect long distance phone number.

Customer Service apologized and stated that the CA would be counseled. The information was forwarded to the technical department. The technical department investigated and discovered that the call did not connect and that no charges were billed. Customer was notified and satisfied.

Service Complaints--CA Typing Speed

Customer stated that the CA typed slow and inaccurate.

***Inquire Date 10/28/2005
Record ID 15030
Call Taken By SH
CA Number 3091
Responded By MA
Response Date 10/31/2005
Resolution Date 10/31/2005***

Customer Service apologized and stated that the CA would be counseled. CA was counseled and the customer was satisfied. CA's last typing score was 97 WPM with 99% accuracy.

Service Complaints--CA Typing Speed

Customer was upset that the CA typed slowly during a relay call.

***Inquire Date 02/26/2006
Record ID 15304
Call Taken By SH/TT
CA Number 3097
Responded By TC
Response Date 02/27/2006
Resolution Date 02/27/2006***

Customer Service apologized to the customer and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 66 WPM with 96% accuracy.

***Service Complaints--
Fraudulent/Harassment Call***

Customer received a rude call through the relay and wanted to know who placed the call. Customer stated that the call came through AT&T Relay.

***Inquire Date 06/03/2005
Record ID 14700
Call Taken By MA
CA Number
Responded By MA
Response Date 06/03/2005
Resolution Date 06/03/2005***

Because the customer stated the call was coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls through the relay service. Customer would like to know how to block the calls.

***Inquire Date 06/15/2005
Record ID 14739
Call Taken By AT/CH
CA Number
Responded By CH
Response Date 06/16/2005
Resolution Date 06/16/2005***

Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer service also suggested that the customer contact their local telephone company. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 08/11/2005
Record ID 14869
Call Taken By BW
CA Number
Responded By CH
Response Date 08/11/2005
Resolution Date 08/11/2005***

Customer had received a harassing phone call.

It is not known if this call was placed through Wisconsin Relay. Customer Service suggested that if the customer received any other calls to take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer Service provided the customer with the telephone numbers of the other relay providers. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/28/2005
Record ID 15156
Call Taken By MA
CA Number
Responded By MA
Response Date 12/28/2005
Resolution Date 12/28/2005***

Customer has been receiving harassing phone calls through the relay and wants the calls to stop.

Customer Service explained that due to ADA and FCC rules for functional equivalency the relay is unable to block relay calls. Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer Service further explained that if the customer obtains a court order then we could release the call records. Customer was thankful.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 09/10/2005
Record ID 14921
Call Taken By TB/JR/TT
CA Number 6231
Responded By SW
Response Date 09/14/2005
Resolution Date 09/14/2005***

VCO user attempted to place a call to a business. CA reached the party and proceeded to ask for a TTY user. After the party hung up, the user requested to speak to a Supervisor and the CA refused to call for a Supervisor. Customer had to redial and reached a Supervisor through a different CA to report the complaint.

CA called for a Supervisor when the customer became angry. The CA had become confused because the VCO originator gave the CA the number to dial by voicing. CA mistakenly thought it was a voice to TTY call. Supervisor counseled the CA. Customer was satisfied.

Service Complaints--Ringing/No Answer

***Inquire Date 08/30/2005
Record ID 14913
Call Taken By jr/tb
CA Number
Responded By jr
Response Date 09/01/2005
Resolution Date 09/01/2005***

Customer was unable to reach the relay. Customer stated that the line rang but there was no response.

Customer Service apologized and stated that during that time, the relay had experienced a high volume of calls. Hamilton answered 98% in 10 seconds on this date.

**Technical Complaints--Connect Time
(TTY/Voice)**

Inquire Date 03/27/2006
Record ID 15366
Call Taken By MA
CA Number
Responded By MA
Response Date 03/27/2006
Resolution Date 03/27/2006

Customer has a profile set up through the relay, but was unable to connect automatic VCO.

Customer Service apologized and forwarded the information to the technical department. The profile showed the automatic VCO connection. Customer Service asked the customer to please try their call again and to notify the relay if there were any other problems. There has been no further contact from the customer.

**Service Complaints--CA Hung Up on
Caller**

Inquire Date 06/15/2005
Record ID 14744
Call Taken By VW/TT
CA Number 6439
Responded By BJR
Response Date 06/16/2005
Resolution Date 06/16/2005

TTY customer stated that the CA hung up at the end of the first call. Customer was upset as he/she was not given the opportunity to place another call. Customer did not want a follow up call.

Customer Service forwarded the call information to the technical department. The technical department discovered that the CA did disconnect the customer after the first call was placed. CA was counseled on proper call procedures. Customer was satisfied.

**Service Complaints--CA Hung Up on
Caller**

Inquire Date 05/06/2006
Record ID 11846
Call Taken By SH/TC/TT
CA Number 3091
Responded By TC
Response Date 05/16/2006
Resolution Date 05/16/2006

TTY customer stated that the CA hung up without dialing the number given.

Customer Service apologized and stated that the CA would be counseled. The call information was forwarded to the technical department. The technical department investigated and discovered that the customer disconnected the call. CA was counseled and customer was notified.

**Service Complaints--Poor Vocal
Clarity/Enuciation**

Inquire Date 10/05/2005
Record ID 14969
Call Taken By JR
CA Number 6224
Responded By jr
Response Date 10/05/2005
Resolution Date 10/05/2005

Customer was unable to understand the CA during a call. Customer stated that the CA was mumbling and the customer did not hear the GA. Customer also stated that the CA's voice was too low and it was difficult to understand everything that was being said during the conversation.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Poor Vocal
Clarity/Enunciation***

Customer stated that the CA sounded tired and sighed a lot during the call.
Customer had an unpleasant experience with the CA.

*Inquire Date 10/10/2005
Record ID 14990
Call Taken By SH/TT
CA Number 6777
Responded By SW
Response Date 10/12/2005
Resolution Date 10/12/2005*

Customer Service apologized and stated that the CA would be counseled. CA was counseled and has been monitored more frequently. Customer was satisfied.

CapTel--Complaints

Sound Quality – Static

*Inquire Date 06/02/2005
Record ID CT 620
Call Taken By KM
CA Number
Responded By KM
Response Date 06/02/2005
Resolution Date 06/02/2005*

Customer brought in unit. Adjusted TONE setting and learned other features on phone.

CapTel--Complaints

Disconnect/Reconnect during calls

*Inquire Date 07/11/2005
Record ID CT 770
Call Taken By KM
CA Number
Responded By KM
Response Date 07/20/2005
Resolution Date 07/20/2005*

Explained to customer why the disconnections might be occurring and shared some suggestions on how to resolve them. Customer noted it is intermittent and not on every call.

CapTel--Complaints

Disconnect/Reconnect during calls

*Inquire Date 08/04/2005
Record ID CT 942
Call Taken By KM
CA Number
Responded By KM
Response Date 08/04/2005
Resolution Date 08/04/2005*

Explained to customer why the disconnections might be occurring and shared some suggestions on how to resolve them.

CapTel--Complaints

Disconnect/Reconnect during calls

*Inquire Date 08/05/2005
Record ID CT 1045
Call Taken By KM
CA Number
Responded By KM
Response Date 08/16/2005
Resolution Date 08/16/2005*

Explained to customer causes of disconnect/reconnects and steps to troubleshoot and alleviate them.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 08/23/2005
Record ID CT 1070
Call Taken By MMo
CA Number
Responded By MMo
Response Date 08/23/2005
Resolution Date 08/23/2005

Advised customer to contact phone company to assess and upgrade line quality. Sent customers letter with suggestions for alleviating incidences of disconnection/reconnection.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 09/06/2005
Record ID CT 1255
Call Taken By KM
CA Number
Responded By KM
Response Date 09/07/2005
Resolution Date 09/07/2005

Customer unable to give specifics of the problem. Have explained causes of disconnect/reconnect and methods of alleviating.

CapTel--Complaints

Account Login Failure

Inquire Date 09/27/2005
Record ID CT 1432
Call Taken By JK
CA Number
Responded By JK
Response Date 09/27/2005
Resolution Date 09/27/2005

Customer sees "Account Login Failure" on display screen (Customer moved from Wisconsin to Georgia and tried to make a local call in Georgia). Because of jurisdiction rules customer will see "Account Login Failure". Explained to customer that one leg of the call needs to be in Wisconsin state.

CapTel--Complaints

Captions Lag too far behind voice

Inquire Date 11/01/2005
Record ID CT 1809
Call Taken By MMo
CA Number
Responded By MMo
Response Date 11/01/2005
Resolution Date 11/01/2005

Explained to customer how CapTel service generates captioning, and how they may document and report problematic captioning back to our Call Center for quality control.

CapTel--Complaints

Sound Quality – Static

Inquire Date 11/28/2005
Record ID CT 2030
Call Taken By KM
CA Number
Responded By KM
Response Date 12/06/2005
Resolution Date 12/06/2005

Have suggested that customer determine if static is present on noncaptioned calls, if unit is moved to another telephone jack, or if handset is replaced.

CapTel--Complaints**Sound Quality – Buzzing**

Inquire Date 12/07/2005
Record ID CT 2039
Call Taken By MMo
CA Number
Responded By MMo
Response Date 12/07/2005
Resolution Date 12/07/2005

Advised customer to perform electronic resetting of CapTel phone. Offered to conduct test calls with customer to assess sound quality on call and advised customer of possibility of contacting their telephone company to assess and possibly upgrade the quality of their phone line.

CapTel--Complaints**Technical – General**

Inquire Date 12/12/2005
Record ID CT 2131
Call Taken By DF
CA Number
Responded By DF
Response Date 12/12/2005
Resolution Date 12/12/2005

Technical Support worked closely with WTRS staff to remedy circumstance. Some line changes will provide the solution. In the interim, customer dialed the call with an alternative method.

CapTel--Complaints**Captions - stop in middle of call**

Inquire Date 12/19/2005
Record ID CT 2100
Call Taken By JK
CA Number
Responded By JK
Response Date 12/19/2005
Resolution Date 12/19/2005

Unable to identify what might have caused the captions to stop. Advised customer to document the date, time and Captionist's number should such incidence ever occur again so we can further investigate.

CapTel--Complaints**Disconnect/Reconnect during calls**

Inquire Date 01/19/2006
Record ID CT 2328
Call Taken By DF
CA Number
Responded By DF
Response Date 01/19/2006
Resolution Date 01/19/2006

Explained the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel--Complaints**Voice user unable to connect to CapTel Service Number**

Inquire Date 01/26/2006
Record ID CT 2393
Call Taken By MMo
CA Number
Responded By MMo
Response Date 01/26/2006
Resolution Date 01/26/2006

Advised caller to contact cellular phone company/provider to document inability for hearing party to reach CapTel relay by cell phone; confirmed Carrier of Choice designation for CapTel user in database. Advised customer to have her friend try her call again.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 01/26/2006
Record ID CT 2507
Call Taken By DF
CA Number
Responded By DF
Response Date 02/07/2006
Resolution Date 02/07/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence.

CapTel--Complaints

Technical – General

Inquire Date 2/20/2006
Record ID CT 2913
Call Taken By KM
CA Number
Responded By KM
Response Date 03/03/2006
Resolution Date 03/03/2006

Technical problem identified. Resolution provided.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 02/23/2006
Record ID CT 2855
Call Taken By DF
CA Number
Responded By DF
Response Date 02/24/2006
Resolution Date 02/24/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 03/01/2006
Record ID CT 2879
Call Taken By MMo
CA Number
Responded By MMo
Response Date 03/02/2006
Resolution Date 03/02/2006

Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 03/01/2006
Record ID CT 3238
Call Taken By KM
CA Number
Responded By KM
Response Date 03/06/2006
Resolution Date 03/06/2006

Offered customer assistance in resolving disconnect/reconnect during calls.

CapTel--Complaints

Sound Quality – Static

Inquire Date 03/08/2006
Record ID CT 3170
Call Taken By MMo
CA Number
Responded By MMo
Response Date 03/10/2006
Resolution Date 03/10/2006

Provided customer with software update and advised testing phone at another jack/location and advised possibility of contacting telephone company to check and upgrade line quality.

CapTel--Complaints

Captions Lag too far behind voice

Inquire Date 03/21/2006
Record ID CT 3574
Call Taken By RW
CA Number
Responded By RW
Response Date 03/22/2006
Resolution Date 03/22/2006

Incident occurred on a conference call. Thanked customer for providing information and offered suggestions for improving future conference calls.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 05/01/2006
Record ID CT 5840
Call Taken By JK
CA Number
Responded By JK
Response Date 05/01/2006
Resolution Date 05/01/2006

Explained to customer why the disconnections might be happening and provided solutions customers to try to resolve them. Customer then sent email back to say that problem was with their computer set up.
